



**PROVIDER REPORT
FOR**

**Incompass Human Services,
Inc
4 Omni Way
Chelmsford, MA 01824**

September 23, 2019

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider	Incompass Human Services, Inc
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Review Dates	7/17/2019 - 7/26/2019
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Service Enhancement Meeting Date	8/8/2019
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Survey Team	John Hazelton John Downing Steven Goldberg Patty McCarthy Jennifer Conley-Sevier (TL)
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Citizen Volunteers	
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Survey scope and findings for Residential and Individual Home Supports					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	10 location(s) 12 audit (s)	Targeted Review	DDS 19/22 Provider 66 / 66 85 / 88 2 Year License 08/08/2019-08/08/2021		DDS 4 / 8 Provider 42 / 42 46 / 50 Certified 08/08/2019 - 08/08/2021
Residential Services	4 location(s) 6 audit (s)			DDS Targeted Review	21 / 22
Placement Services	6 location(s) 6 audit (s)			DDS Targeted Review	21 / 22
Planning and Quality Management (For all service groupings)				Full Review	4 / 6
Survey scope and findings for Employment and Day Supports					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 8 audit (s)	Full Review	67 / 69 2 Year License 08/08/2019-08/08/2021		25 / 40 Certified with Progress Report 08/08/2019 - 08/08/2021
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	13 / 14
Employment Support Services	0 location(s) 4 audit (s)			Full Review	8 / 20
Planning and Quality Management (For all service groupings)				Full Review	4 / 6

EXECUTIVE SUMMARY :

LifeLinks Inc. was incorporated in 1954 to offer service and support to adults and children with developmental and intellectual disabilities in the Northeast Region. The agency's services include 24-hour residential supports, Placement Services and Individual Home Supports (IHS). On July 1, 2019, LifeLinks merged with CLASS, Inc. to create a multi-faceted agency that also offers Community Based Day Services (CBDS) and Employment Supports to adults with intellectual disabilities in two program centers located in Lawrence and Wilmington, MA.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full review of all licensing and certification indicators within the agency's CBDS and Employment Supports programs. As a result of the agency's 2017 survey, LifeLinks was eligible and elected to complete, a self-assessment for the current licensing cycle for both Placement Services and 24-hour residential homes, with DDS conducting a targeted review on the eight critical licensing indicators, and the indicators receiving a rating of not met during the 2017 survey. The overall ratings from this survey process are a combination of the agency's self-assessment and DDS targeted review for residential services, as well as the full review of day services.

The survey identified a number of accomplishments on the part of the agency which resulted in positive individual outcomes. One area of strength was noted in the healthcare domain within the residential setting. In general, staff demonstrated knowledge and implementation of complex medical protocols in several homes, including seizure and g-tube protocols. For example, in two of the placement homes surveyed, providers demonstrated specific knowledge of individuals' seizure activity and were able to articulate the specific supports that were required to successfully manage potential seizures both in terms of daily temperature regulation as well as in emergency situations. Also, the agency's system of collecting and analyzing data on target behaviors outlined in behavior modifying medication treatment plans fostered collaborative communication with prescribers in determining the clinical course of medication management. Additionally, all indicators rated under medication administration received a rating of met which reinforced the presence of essential oversight systems in healthcare.

Another positive outcome was evident in the environmental domain, which revealed that homes were clean and safe, with all required annual inspections and fire safety procedures in place. In all residential settings, individuals were able to evacuate within the required 2 1/2 minutes.

Findings generated from surveys of LifeLinks's day supports and employment services indicated that safeguard systems were effective across licensing domains, including personal and environmental safety, human rights, and respectful communication. For example, the agency had implemented color-coded evacuation routes from each classroom to ensure that all individuals could evacuate safely within a reasonable time. In the CBDS program, the agency used carpeted tiles in lieu of rugs to increase traction and minimize tripping hazards from the previously used floor mats. Among the certification indicators applied to the agency's CBDS and employment services, staff were familiar and knowledgeable with the individuals' satisfaction with services and supports. Individuals with CBDS supports were supported to identify skills to maximize independence, interpersonal skills for work and community involvement interests. Also, individuals were supported to participate in a wide range of activities, including gym memberships at the YMCA, bowling and community outings to Canobie Lake Park, the library and the MSPCA, based on individualized preferences.

While the agency is in the process of outlining future directions as a merged entity and has plans to create a new strategic plan in the fall, a need for further strengthening was identified in relation to current organizational outcomes in day services. Although the day services had collected data internally through the Safety Committee and externally via surveys and had subsequently identified potential issues and trends, the agency had not yet formulated a mechanism to analyze these patterns and trends to drive service delivery efforts. As the data utilization and analysis were not yet implemented, it was difficult to ascertain the presence of a cohesive process outlining how the day service determines service

improvement targets.

With regard to licensing in residential services, LifeLinks needs to enhance its systems to ensure that all required ISP assessments are submitted to the Area Office at least 15 days prior to the ISP and that all incident reporting timelines are met. In the certification realm, as noted by both the DDS targeted review and in the agency's self-assessment, the agency needs to formulate a system for the collection of feedback data from individuals in 24-hour residences, similar to the existing system in the placement homes, so that individuals are given the opportunity to provide feedback on an ongoing basis and with regard to potential candidates during the hiring process. Although surveyors saw evidence of providers' knowledge of individualized support needs for intimacy and companionship in some of the homes, the agency would benefit from a centralized and evidence-based curriculum that would provide guidance in addressing the myriad of support needs based on preference and learning styles.

There were several areas requiring further attention identified in the agency's day services. Within CBDS, the agency needs to conduct individual assessments to ensure that assistive technology is in place and that individuals are afforded the opportunity to make decisions about daily activities, with a mechanism to review those choices in a sustained and ongoing manner. Within Employment Supports, the agency would benefit from honing its process to adequately assess skills and training needs, as well as utilize career planning and the development of job goals, while providing individuals and their families with knowledge to manage entitlements. The agency needs to focus on cultivating individualized employment options to integrate individuals into the workforce and along individualized career paths that comport with their support needs and abilities. In addition, the agency needs to ensure that there is a system in place for individuals receiving employment services to provide feedback on the staff that directly support them both on an ongoing basis and at the time of hire.

As a result of the survey, within the Residential and Placement service grouping, LifeLinks received a met rating in 97% of licensing indicators, inclusive of all critical indicators. The service also received a rating of met in 92% of certification indicators reviewed. As a result, the agency will receive a Two Year License and is certified for its Residential and Placement Services. Within the Employment and Day Supports program, the agency met 97% of all licensing indicators, including all critical indicators, and met 62% of the certification indicators reviewed. As a result the agency will receive a Two Year License, and is certified with a Progress Report for its Employment and Day Supports programs and will need to submit a progress report in one year addressing the certification indicators that received a rating of not met. Follow-up on the licensing indicators rated not met in both service groups will be conducted by the agency within 60 days of the Service Enhancement Meeting.

The following is a description of the agency's self-assessment process:

Description of Self Assessment Process:

LifeLinks used a number of sources to gather information to determine the status of meeting indicators for individuals. In November of 2018, the Clinical Director formalized an audit process that included a self-assessment and review for each individual receiving support. The Audit Review team members included: Chief Operating Officer, Clinical Manager, Nursing Manager, and LPNs. The Chief Operating Officer had served as an agency consultant for quality enhancement prior to joining the organization so he led site visits to each residential program. The Audit Team completed visits to programs during the months of January - July 2019. During these visits, the following reviews were conducted: Environment, Medication and Healthcare, Funds Management and Community, Goal Accomplishments, Human Rights, Choice, Communication, and Control, and Workforce Competency. For Placement Services, the Chief Operating Officer completed an audit of all person served records after a self-assessment and annual physical site inspection was completed by the Shared Living Coordinators.

Besides the audit process, a number of standing review activities are conducted on a regular basis to ensure high quality services for individuals that also served as data points for this self-assessment. These include:

- Safety Committee, which completed annual residential program safety evaluations

- Human Rights Committee activities and minutes

- Clinical Manager Review Activities that include: ISP Assessment and Objective Tracking, Psychotropic Medication Treatment Plan Tracking (in conjunction with Nursing Manager), Supportive and Protective Device Tracking, Behavior Plan/Guidelines Tracking, Human Rights Restriction Tracking

- Nursing Manager/Team Review Activities that include: Weekly review of controlled substance books, Monthly review of Medication Administration Sheets, Quarterly MAP audits, maintaining individual health care records, review of all PMPTs, completion of fall risk assessments and dining protocols

- Facilities Manager completes a review of each residential program on a minimum of a monthly basis

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	76/78	2/78	
Residential Services Placement Services			
Critical Indicators	8/8	0/8	
Total	85/88	3/88	97%
2 Year License			
# indicators for 60 Day Follow-up		3	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	58/59	1/59	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	67/69	2/69	97%
2 Year License			
# indicators for 60 Day Follow-up		2	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Of the 57 restraint reports created over the previous 13 months, 14 (25%) were not reported within three days of the restraint and/or were not reviewed and finalized by the agency restraint manager within the required five days of the restraint event. The agency needs to ensure restraint reports are created within three days of the restraint and reviewed by the restraint manager within five days in accordance with DDS regulatory requirements.

**Residential Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For eight individuals, required ISP assessments were not submitted to the DDS Area Office at least 15 days prior to the ISP meeting. The agency needs to ensure that ISP assessments are submitted within the required timeframe.

**Residential Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	For three locations, incident reports were neither submitted nor finalized within the required timeframe. The agency needs to ensure that all incident reports are submitted and finalized within required timeframes.

**Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	For one location, not all incident reports were neither submitted nor finalized within the required timeframe. The agency needs to ensure that incident reports are submitted and finalized within required timeframes.

CERTIFICATION FINDINGS

	Reviewed by	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS	4/6	2/6	
Residential and Individual Home Supports	DDS 0/2 Provider 42/42	42/44	2/44	
Individual Home Supports	DDS / Provider 0/0	/	/	
Placement Services	DDS 0/1 Provider 21/21	21/22	1/22	
Residential Services	DDS 0/1 Provider 21/21	21/22	1/22	
Total		46/50	4/50	92%
Certified				

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	4/6	2/6	
Employment and Day Supports	21/34	13/34	
Community Based Day Services	13/14	1/14	
Employment Support Services	8/20	12/20	
Total	25/40	15/40	62%
Certified with Progress Report			

Planning and Quality Management Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C4	The provider receives and utilizes input received from DDS and other stakeholders to inform service improvement efforts.	There is no evidence that the agency solicits input relative to day services from internal systems and external stakeholders to improve service delivery efforts. The agency needs to ensure that once data is collected and analyzed, service improvement efforts are made in response to this feedback in a timely manner.

Planning and Quality Management Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	While the agency had made efforts to improve outcomes for a variety of service functions, service improvement goals had not been formulated for its day services. The provider needs to establish quantifiable targets against which it can measure its progress in reaching its desired goals and develop a process for measuring and monitoring its progress.

Placement Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For three individuals, neither formal nor informal assessments had been conducted to determine individuals' needs and desires in the area of intimacy and companionship; no support was being provided in this area. The agency needs to ensure that assessments are conducted to determine the interests, goals, and support needs of individuals, and that support is provided relative to these needs. The provider must also ensure that appropriately trained supporters utilize a curriculum, and that support and education is geared to the individuals' learning style.

Residential Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Six individuals were not given the opportunity to give input during the support staff hiring process. The agency needs to ensure that all individuals are given the opportunity to give feedback on staff performance, as well as input during the hiring process.

Community Based Day Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Two individuals had not been fully assessed to determine if they would benefit from assistive technology that would increase independence. The agency needs to ensure that all individuals are assessed for assistive technology needs, and that needed technology is provided.

Employment Support Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	The agency needs to develop a process to ensure that all individuals receiving employment supports are given the opportunity to provide feedback on the staff that support them at the time of hire, and on staff performance.

Employment Support Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	For one individual there were limited options available to assist in the exploration of job interests. The agency needs to use a variety of means to assess and support the exploration people's work interests.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For two individuals primarily performing in-house work, there were limited methods available to assess their job related skills and training/support needs. Job skills assessments must include a variety of ways to assess people's strengths and career interests, and must not be based solely on what the provider currently has available.
C24	There is a plan developed to identify job goals and support needs.	For two individuals, career plans had not been developed. For people receiving employment supports a detailed written plan needs to be developed that addresses their job goals and describes the supports needed to assist in their accomplishment.
C25	Staff assist individuals to work on skill development for job attainment and success.	For one individual, job skill development was not occurring. The agency needs to ensure that all individuals receive ongoing training to develop job skills, both specific to desired jobs, and general to the identified career aspirations.

Employment Support Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	For people receiving employment supports, an analysis of how their future earnings will affect and/or impact their entitlements must be completed and communicated to the individual and/or guardian.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Two individuals were not being supported to obtain employment that matched their skills and interests. The agency needs to ensure that all individuals are supported to obtain employment that is in line with their identified skills and interests.
C30	Individuals are supported to work in integrated job settings.	Three of the four individuals were employed entirely on in-house job opportunities or group employment in the community. These work options did not provide an opportunity for people to work in integrated settings. The agency needs to develop settings that regularly provide opportunities for people to work alongside non-disabled co-workers.
C31	Accommodations and adjustments are made to enable an individual to perform his/her job functions.	For two individuals, an assessment of accommodations needed to perform one's job had not been completed. The agency needs to ensure that all individuals are assessed to determine what types of accommodations are needed, and that identified accommodations are provided as applicable.

Employment Support Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For two individuals, there were no plans in place to reduce or fade supports. The agency must ensure that there is a well thought out plan in place for reducing support to all individuals; job supports should include the use of natural supports supplemented as necessary by agency supports.
C35	Individuals are given feedback on job performance by their employer.	For one individual a Group Employment Individual Support Feedback form had been completed during May 2019. This was the only evidence that individuals had received feedback on their performance in the group and in-house jobs in which they were employed. The agency must provide feedback to individuals on their job performance commensurate with other employees.
C50	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).	Two of three individuals were employed in group work or on-site job opportunities. They did not have opportunities to interact with non-disabled co-workers and become part of a community based workplace environment and culture.

MASTER SCORE SHEET LICENSURE

Organizational: Incompass Human Services, Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	11/11	Met
L3	Immediate Action	11/11	Met
L4	Action taken	9/9	Met
L48	HRC	1/1	Met
L65	Restraint report submit	43/57	Not Met(75.44 %)
L66	HRC restraint review	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	6/6	Met
L83	HR training	6/6	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-	-		-	-	-	Met
L5	Safety Plan	L	Provider	-	-	-		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS	4/4		6/6				10/10	Met
L7	Fire Drills	L	Provider	-	-	-		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-	-		-	-	-	Met
L9	Safe use of equipment	L	Provider	-	-	-		-	-	-	Met
L10	Reduce risk interventions	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
☑ L11	Required inspections	L	DDS	4/4		6/6				10/10	Met
☑ L12	Smoke detectors	L	DDS	4/4		6/6				10/10	Met
☑ L13	Clean location	L	DDS	4/4		6/6				10/10	Met
L14	Site in good repair	L	Provider	-	-	-		-	-	-	Met
L15	Hot water	L	Provider	-	-	-		-	-	-	Met
L16	Accessibility	L	Provider	-	-	-		-	-	-	Met
L17	Egress at grade	L	Provider	-	-	-		-	-	-	Met
L18	Above grade egress	L	Provider	-	-	-		-	-	-	Met
L19	Bedroom location	L	Provider	-	-	-		-	-	-	Met
L20	Exit doors	L	Provider	-	-	-		-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-	-		-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-	-		-	-	-	Met
L23	Egress door locks	L	Provider	-	-	-		-	-	-	Met
L24	Locked door access	L	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L25	Dangerous substances	L	Provider	-	-	-		-	-	-	Met
L26	Walkway safety	L	Provider	-	-	-		-	-	-	Met
L27	Pools, hot tubs, etc.	L	Provider	-	-	-		-	-	-	Met
L28	Flammables	L	Provider	-	-	-		-	-	-	Met
L29	Rubbish /combustibles	L	Provider	-	-	-		-	-	-	Met
L30	Protective railings	L	Provider	-	-	-		-	-	-	Met
L31	Communication method	I	Provider	-	-	-		-	-	-	Met
L32	Verbal & written	I	Provider	-	-	-		-	-	-	Met
L33	Physical exam	I	Provider	-	-	-		-	-	-	Met
L34	Dental exam	I	Provider	-	-	-		-	-	-	Met
L35	Preventive screenings	I	Provider	-	-	-		-	-	-	Met
L36	Recommended tests	I	Provider	-	-	-		-	-	-	Met
L37	Prompt treatment	I	Provider	-	-	-		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	4/5		4/4				8/9	Met (88.89 %)
L39	Dietary requirements	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L40	Nutritional food	L	Provider	-	-	-		-	-	-	Met
L41	Healthy diet	L	Provider	-	-	-		-	-	-	Met
L42	Physical activity	L	Provider	-	-	-		-	-	-	Met
L43	Health Care Record	I	Provider	-	-	-		-	-	-	Met
L44	MAP registration	L	Provider	-	-	-		-	-	-	Met
L45	Medication storage	L	Provider	-	-	-		-	-	-	Met
PE L46	Med. Administration	I	DDS	6/6		5/5				11/11	Met
L47	Self medication	I	Provider	-	-	-		-	-	-	Met
L49	Informed of human rights	I	Provider	-	-	-		-	-	-	Met
L50	Respectful Comm.	L	Provider	-	-	-		-	-	-	Met
L51	Possessions	I	Provider	-	-	-		-	-	-	Met
L52	Phone calls	I	Provider	-	-	-		-	-	-	Met
L53	Visitation	I	Provider	-	-	-		-	-	-	Met
L54	Privacy	L	Provider	-	-	-		-	-	-	Met
L55	Informed consent	I	Provider	-	-	-		-	-	-	Met
L56	Restrictive practices	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L57	Written behavior plans	I	Provider	-	-	-		-	-	-	Met
L58	Behavior plan component	I	Provider	-	-	-		-	-	-	Met
L59	Behavior plan review	I	DDS	1/1						1/1	Met
L60	Data maintenance	I	DDS	1/1						1/1	Met
L61	Health protection in ISP	I	Provider	-	-	-		-	-	-	Met
L62	Health protection review	I	Provider	-	-	-		-	-	-	Met
L63	Med. treatment plan form	I	DDS	4/5		3/3				7/8	Met (87.50 %)
L64	Med. treatment plan rev.	I	Provider	-	-	-		-	-	-	Met
L67	Money mgmt. plan	I	Provider	-	-	-		-	-	-	Met
L68	Funds expenditure	I	Provider	-	-	-		-	-	-	Met
L69	Expenditure tracking	I	Provider	-	-	-		-	-	-	Met
L70	Charges for care calc.	I	Provider	-	-	-		-	-	-	Met
L71	Charges for care appeal	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L77	Unique needs training	I	Provider	-	-	-		-	-	-	Met
L78	Restrictive Int. Training	L	Provider	-	-	-		-	-	-	Met
L79	Restraint training	L	Provider	-	-	-		-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-	-		-	-	-	Met
L81	Medical emergency	L	Provider	-	-	-		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS	4/4						4/4	Met
L84	Health protect. Training	I	Provider	-	-	-		-	-	-	Met
L85	Supervision	L	Provider	-	-	-		-	-	-	Met
L86	Required assessments	I	DDS	1/5		1/5				2/10	Not Met (20.0 %)
L87	Support strategies	I	Provider	-	-	-		-	-	-	Met
L88	Strategies implemented	I	Provider	-	-	-		-	-	-	Met
L90	Personal space/ bedroom privacy	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	DDS	1/4		6/6				7/10	Not Met (70.0 %)
#Std. Met/# 78 Indicator										76/78	
Total Score										85/88	
										96.59%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		4/4	8/8	Met
L5	Safety Plan	L			1/1	1/1	Met
Ⓡ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/4		4/4	8/8	Met
L9	Safe use of equipment	L			1/1	1/1	Met
L10	Reduce risk interventions	I	2/2			2/2	Met
Ⓡ L11	Required inspections	L			1/1	1/1	Met
Ⓡ L12	Smoke detectors	L			1/1	1/1	Met
Ⓡ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/com bustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	4/4		4/4	8/8	Met
L32	Verbal & written	I	4/4		4/4	8/8	Met
L37	Prompt treatment	I	3/3		4/4	7/7	Met
Ⓡ L38	Physician's orders	I	2/2		3/3	5/5	Met
L39	Dietary requirements	I	1/1		2/2	3/3	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I	1/1		2/2	3/3	Met
L49	Informed of human rights	I	4/4		4/4	8/8	Met
L50	Respectful Comm.	L			1/1	1/1	Met
L51	Possessions	I	4/4		4/4	8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L52	Phone calls	I	4/4		4/4	8/8	Met
L54	Privacy	L			1/1	1/1	Met
L55	Informed consent	I	1/1			1/1	Met
L57	Written behavior plans	I			1/1	1/1	Met
L58	Behavior plan component	I			1/1	1/1	Met
L59	Behavior plan review	I			1/1	1/1	Met
L60	Data maintenance	I			1/1	1/1	Met
L61	Health protection in ISP	I			2/2	2/2	Met
L62	Health protection review	I			2/2	2/2	Met
L63	Med. treatment plan form	I			1/1	1/1	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L72	DOL requirements	I	4/4		2/2	6/6	Met
L73	DOL certificate	L			1/1	1/1	Met
L77	Unique needs training	I	4/4		4/4	8/8	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓡ L82	Medication admin.	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I	3/3		4/4	7/7	Met
L87	Support strategies	I	2/2		4/4	6/6	Met
L88	Strategies implemented	I	3/4		4/4	7/8	Met (87.50 %)
L91	Incident management	L			0/1	0/1	Not Met (0 %)
#Std. Met/# 59 Indicator						58/59	
Total Score						67/69	
						97.10%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

	Indicator #	Indicator		Met/Rated	Rating
	C1	Provider data collection		1/1	Met
	C2	Data analysis		1/1	Met
	C3	Service satisfaction		1/1	Met
	C4	Utilizes input from stakeholders		0/1	Not Met (0 %)
	C5	Measure progress		0/1	Not Met (0 %)
	C6	Future directions planning		1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	4/4	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	3/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C54	Assistive technology	2/4	Not Met (50.0 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/4	Not Met (25.00 %)
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	2/3	Not Met (66.67 %)
C23	Assess skills & training needs	1/3	Not Met (33.33 %)
C24	Job goals & support needs plan	1/3	Not Met (33.33 %)
C25	Skill development	2/3	Not Met (66.67 %)
C26	Benefits analysis	0/3	Not Met (0 %)
C29	Support to obtain employment	2/4	Not Met (50.0 %)
C30	Work in integrated settings	1/4	Not Met (25.00 %)
C31	Job accommodations	2/4	Not Met (50.0 %)
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	2/4	Not Met (50.0 %)
C35	Feedback on job performance	2/4	Not Met (50.0 %)
C36	Supports to enhance retention	2/2	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	1/2	Not Met (50.0 %)
C51	Ongoing satisfaction with services/ supports	4/4	Met
C54	Assistive technology	4/4	Met

Placement Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	DDS	3/6	Not Met (50.0 %)
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C20	Emergency back-up plans	Provider	-	Met
C46	Use of generic resources	Provider	-	Met

Placement Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met
C54	Assistive technology	Provider	-	Met

Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	DDS	0/6	Not Met (0 %)
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C20	Emergency back-up plans	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met

Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met
C54	Assistive technology	Provider	-	Met